What to consider when comparing outsourced analytics companies

These questions are good guidelines on what to consider when trying to figure out if you should hire an outsourced analytics company. It's recommended to choose 1-2 of the most important questions from each section to base your evaluation.

On-boarding and Off-boarding

- How will they on-board your company?
- How will they off-board your company?
- Do they openly share both on-boarding and off-boarding processes with you?

Business Fit

- Where are the team members located?
- What are their communication practices and cadence?
- Do they have a holistic approach that considers both the technical and business aspect of their projects?
- Do they have a defined process for executing projects and, if so, what is that process?
- How do they handle mistakes and delays?
- Do they do one-off projects or longer-term partnerships?

Technical Philosophy

- What job titles do you need the outsourced team to fill for your organization?
- Does their team have specialties in the software and tools your business uses?
- What documentation do they provide throughout the partnership?
- Do they have training capabilities to make sure your full-time employees (or clients) use the analytics solutions that are built?
- What data security practices do they follow?

Financials

- When is the expected impact timeline? Is it faster than hiring a full-time team and getting them up-to-speed?
- What are the contract terms? Month-to-month? Yearly? One-time?